

# PROCUREMENT CARD PROGRAM USER GUIDE



Version 2.0  
August 6, 2025

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### Program Overview

The procurement card (P-Card) is a charge card that is issued so that City of Baltimore employees can purchase goods and services for their agencies without having to process the transaction through the City's traditional procurement procedures, which is requisitions/purchase orders (procurement method). It may also be used as a payment method for traditionally procured goods and services (payment method). This user guide works in conjunction with the Procurement Card Program ("PCP") policy (AM-309-1) and is designed to highlight procedures for utilizing this program.

- Authoritative Agency: Department of Finance, Bureau of Procurement (BOP)
- Card Provider
  - Name: M&T Bank, National Association
- Maryland State Sales Tax Exemption #: 30000559

**REMINDER: THIS CARD IS NOT TO BE USED FOR PERSONAL PURCHASES, OR AS PERSONAL IDENTIFICATION, UNDER ANY CIRCUMSTANCES. VIOLATION OF THIS SECTION MAY RESULT IN DISCIPLINARY ACTION AGAINST THE CARDHOLDER, SUSPENSION AND/OR TERMINATION OF EMPLOYMENT, FINE AND/OR CRIMINAL PROSECUTION.**

### Application

- An employee's personal credit is never checked.
- A *New Procurement Card Application* must be completed and signed by the applicant, agency coordinator, and agency approving official. The approving official must be in a higher classification than the applicant. The application is then submitted to the BOP's Customer Service Portal.
- It takes approximately five business days upon receipt of a completed application for a determination. The applicant, agency coordinator, and agency approving official are notified of the determination. If approved, it takes approximately ten business days for a P-Card to be issued to the BOP, at which time, the new cardholder will be contacted for training.
- The agency coordinator must ensure that the cost center number identified on the application is active and remains active for each fiscal year that the P-Card is active.
- If an agency's p-card holders are not current with their verifications/reconciliations, new p-card applications will not be considered. All cardholders must be current with their verifications.

### Procurement Card Training

- Prior to each training session, attendees will receive a meeting announcement from the BOP to attend training (agency coordinator and agency approving official will be copied). The meeting announcement will include the *Procurement Card Program* policy (AM-309-1) and the *Procurement Card Program User Guide*. Each of these documents **must** be read prior to attendance.
- Initial Training
  - To receive and use a purchasing card, both the individual cardholder and the immediate supervisor (person responsible for verification of the reconciliations) **must** attend a training session. If a supervisor has attended one training session and later, additional employees reporting to the same supervisor request cards, it is not necessary for the previously trained supervisor to attend the additional training sessions. If a supervisor is replaced by a new agency supervisor who was not previously trained, the cardholder must notify the BOP

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immediately. The new supervisor **must** attend a training session **before** the cardholder can continue making purchases. The cardholder need not attend the additional training session.

- Refresher Training
  - This training will be provided to P-Card stakeholders who have already successfully completed training. Cardholders and/or supervisors may be required to periodically attend refresher-training sessions. Additionally, it may be mandated by the BOP at any time.
- New Cardholder
  - This training will be scheduled by the BOP upon receipt of an approved applicant's P-Card from the card provider. At the conclusion of training, the applicant will be issued:
    - a payroll authorization form for completion.
    - a form acknowledging receipt of the *Procurement Card Program* policy (AM-309-1) and the *Procurement Card Program User Guide*.
    - a form acknowledging that the applicant received training on the *Procurement Card Program* policy (AM-309-1) and the *Procurement Card Program User Guide* and understands the content of those documents; and their P-Card.

**The P-Card will be retained by BOP if the approved applicant does not present their City ID and/or if the BOP believes a cardholder does not completely understand the PCP policy, user guide, and their responsibilities related to the PCP.**

- New Agency Coordinators and New Agency Approving Officials
  - Appointees cannot perform their PCP functions until training has been completed. At the conclusion of training, those in these roles will be issued:
    - a form acknowledging receipt of the *Procurement Card Program* policy (AM-309-1) and the *Procurement Card Program User Guide*; and
    - a form acknowledging that the applicant received training on the *Procurement Card Program* policy (AM-309-1) and the *Procurement Card Program User Guide* and understands the content of those documents.
  - If the BOP believes the agency coordinator and/or agency approving official does not completely understand the PCP policy, user guide, and their responsibilities related to the PCP, the BOP may immediately advise the agency head that a replacement employee is required. The replacement must attend training before they can serve in this role. The BOP may suspend P-Cards during a period in which an agency has no adequately trained agency coordinator or agency approving official.

### Procurement Card Training Schedule

Training Type	Targeted Audience	Training Date
New	New Cardholder New Agency Coordinator New Agency Approving Official	3 <sup>rd</sup> Thursday of each month

### Activating Your New P-Card

- Dial M&T Customer Service at 1-800-443-8671, select option 3
- Follow the instructions to proceed
- The system may ask for the first 5 digits of your social security #. We provide M&T with your employee identification number not your social security #. In place of your SS#, use your EIN.
- For cardholders who have a 6-digit EIN, we added three zeros to meet M&T's 9-digit requirement. For example, if your EIN is 123456, we provided M&T with 123456000 as the 9-digit requirement in lieu of your social security #.

### Card Use

#### Primary Use

- P-Cards can be used for two primary purposes:
  - For purchases of **goods and services** – Purchases can be made up to the dollar limit and when a requirements contract is not in place for the desired purchase (except where exceptions are noted in this document). If an agency meets the dollar limit or anticipates it will exceed it during the fiscal year, the agency must submit a requisition for a purchase order. Being mindful of the P-card monthly spending limits when an agency's purchase(s) is:
- Up to and including \$5,000
  - If the goods or service is covered by a requirements contract, the agency must follow PO procedures.
  - If the goods or service is not covered and is not food or an IT related item, the P-Card can be used without submitting a waiver request to BOP. If the item(s) is in a restricted category, a waiver will be required regardless if it is under \$5000.
  - If an agency wants to use a vendor outside of the requirements contract, the agency must submit a waiver and get two additional quotes from other suppliers to receive approval from the BOP.
- Greater than \$5,000
  - If the transaction is more than the single transaction limit of \$5,000, a P-Card Waiver must be submitted. Splitting a single transaction to make payment by swiping to avoid card holder's authorized thresholds is prohibited (including transactions amongst multiple card holders).

### Card Restrictions, Purchase Limitations and Prohibited Purchases

- Card Restrictions
  - P-Cards cannot be used to purchase goods and services when a requirement contract is in place for the desired goods and services. The **agency** must check Workday to see if a requirement contract is in place. The BOP updates the list each quarter.
  - A list of P-Card restrictions can also be found in Policy AM-309-1 and in this user guide.
  - Merchant Category Code (MCC) – Certain MCCs are restricted on a City-wide, agency-wide, or individual card basis. The fact that MCC's are not specifically restricted for a particular card does not mean purchases are automatically authorized for merchants within that MCC. The test of whether a purchase is authorized is not whether it "goes through" for a particular merchant, but whether it complies with the PCP AM policy. *For example, the purchase of alcoholic beverages is prohibited. If a cardholder tries to purchase that item at a retail establishment that predominantly sells prepackaged*

*alcoholic beverages, the transaction will be declined. However, a transaction to purchase alcoholic beverages at a grocery store may “go through” because supermarkets are included in the MCCs. In this example, the purchase of alcoholic beverages at the supermarket will be a violation of the P-Card policy.*

- Splitting Transactions

- Splitting a single transaction to make a payment by swiping to avoid the card holder’s authorized thresholds is not prohibited.
- Examples of questions/answers concerning splitting purchases below:  
*Purchasing card program policy prohibits purchases more than the cardholder’s per transaction limit. Pyramiding is a series of transactions processed at the same time to avoid the per transaction limit imposed on the cardholder. There is more than one type of pyramiding. The first type is the split purchase. In a split purchase, the item or service is charged in two or more charges to avoid the cardholder’s per transaction limit. Another type of pyramiding can occur when more than one purchasing card is used for a single purchase to avoid the cardholder’s per transaction limit. The cards used for the purchase can belong to the same cardholder or to more than one cardholder. If a cardholder requests the vendor charge the transaction sequentially, or if the vendor suggests charging the transaction sequentially (e.g., over several days) to avoid the per transaction limit, then it is considered pyramiding and in violation of purchasing card program policy.*

- Split-Purchases Clarification

- Below are some questions that cardholders and supervisors can ask themselves to clarify whether the transaction would be considered a split purchase:

*Has the cardholder placed an order, by telephone or other means, for more than their transaction limit and told the vendor to charge it in more than one transaction? (e.g., each night at the hotel was charged individually, but the total of all the hotel charges is greater than \$5,000). **If so, this would be a split purchase.***

*Has the supervisor authorized a purchase for more than the cardholder’s per transaction limit? **If so, this would be a split purchase.***

*Were the purchases made as a result of a request from one or more individuals (i.e., one or more City employees)? **If one individual makes a request (e.g., two computers) and the order is placed for more than the cardholder’s limit, it would be considered a split purchase. If more than one individual makes requests for the same type of purchase (e.g., each individual requests a computer), the transactions should be recorded separately. This would not be considered a split purchase.***

*Were the purchases for like merchandise or components of a system (e.g., tee shirts, computer and printer)? **If the purchase was for like merchandise or appears to be components of a system, then it would be considered a split purchase.***

- Purchase Limitations

- Monthly Credit Limit – The standard monthly credit limit is \$15,000 per card. The cycle ends on the 15<sup>th</sup> of each month. The monthly cycle credit limit is restored the following business day after an approved settlement run.

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- A supplier can only be paid \$5000 per fiscal calendar year. Once this limit has been met, a contract needs to be in place, or you will need to go through Workday by paying with a direct supplier invoice, requisition or PO.
- Dollar Limit Per Transaction (single transaction limit) – The dollar limit per transaction shall not exceed \$5,000 per each authorized transaction. The card provider will reject any transaction that exceeds this amount without authorization from the BOP. However, transactions may not be rejected when they are split; therefore, in accordance with the user guide, splitting of purchases is prohibited. *For example, an agency wants to purchase signage that costs \$7,000 from vendor ABC Signage and does not have approval from the BOP to use its P-Card. If the transaction is split into two transactions at \$3,000 and \$4,000, the cardholder will be in violation of the PCP policy and subject to disciplinary actions.*
- Prohibited Purchases (Food, Catering, Computers)
  - This section identifies prohibited transactions. Some purchases are restricted or require prior authorization. Those include food, catering, computers (laptops, desktops, & tablets). **Agencies should first contact BOP prior to purchasing any items that seem questionable or may have the appearance of being inappropriate.** The following list, which is not all-inclusive, identifies services and supplies that are prohibited from purchase with the City Procurement Card:
    - Items purchased for other than official City use
    - Making purchases and returning them to the merchant for cash or merchant credit slips
    - Cash advances, including money orders and travelers' checks
    - Gift certificates and gift cards (needs BOE approval)
    - Meals at internal meetings or conferences
    - Agencies are prohibited from using the p-card for items/food for retirement, promotion, recognition, holiday celebrations, employee engagement, and award/longevity ceremonies
  - Other prohibited items include:
    - Flowers (not for any reason)
    - Fines - Fines and Tickets may not be paid with the P-card
    - Dining out
    - Drinking places and package goods stores are prohibited
    - Uniforms
    - Service Plans
    - Monthly Parking
    - Gratuity/Tips
    - Big Box Store Memberships (BJ's, Sam's)

**NOTE: In addition, cardholders should remember that just because a charge passes the vendor's purchase authorization process, it does not mean that it was a legitimate/approved charge.**

- Catering – The P-card can be used for catering services provided a waiver request has been approved by the Agency Director/Agency Head (No Designees) and the BOP. For such events, the P-card documentation **must include a list of attendees and the purpose of the event along with the invoice/receipt.**

### Training, Food, and Refreshments

- Sponsoring agency may serve refreshments/meals at a training where food is necessary to achieve the objectives of the training program. The food must be incidental to the training session. **(Do NOT conduct training for the purpose of serving a meal)**
- Actual training must be conducted, not just discussions or open forums relating to problems and day-to-day operations of the agency. Training must be a minimum of 4 hours.
- This exception is limited to formal meetings or conferences, typically organized, or sponsored externally, which cover matters of general interest to both City and the public. This exception does not apply to purely internal business meetings.
- An event may qualify if certain requirements are satisfied and documented. The justification for the use of the purchase card must be requested by the Director/Agency Head (No Designees) and approved by BOP.
- Documentation regarding the training and a list of attendees must accompany the waiver request.

### Waiver Restrictions and Limitations

- In the event an agency feels that a P-Card purchase is the best or only way to procure needed goods or services, and the policy does not allow it, the agency must submit to the BOP a *Procurement Card Program Waiver Request form* and/or alternate documentation identified by the BOP to remove restrictions, increase purchase and payment limits, and adjust MCCs. Each waiver request will be assigned a number and all communications associated with the waiver will reflect the corresponding waiver number. **Waiver requests must be submitted to the BOP at least five business days prior to an event for the BOP to make a determination. The purchase is not allowed until the waiver is reviewed and granted by the BOP.**
- When selecting a supplier, it is preferred that local suppliers, women and minority businesses are used. The exception to this is if the supplier has a conflict of interest with an agency or city employee. Ex: family member or close family friend. Using a supplier that has a conflict of interest is a violation of the p-card policy.
- Fund, Spend Category, and Cost Center must be provided on the waiver request. Any additional work tag information can be provided in the justification.
- Past due invoices or purchases that were made prior to having a waiver request approved will be denied. These expenses should be paid with a direct supplier invoice if under \$5000 or a requisition if over \$5000.
- Incentive cards (e.g. gift cards) – They are prohibited without approval from the Board of Estimates (BOE). Agencies must obtain the BOE's approval, which must include the following information:
  - Reason(s) for the purchase.
  - Number, type, and denomination of incentive cards. (e.g. 25 Walmart gift cards @ \$15 each)

**The Agency must submit the BOE approval and a waiver request to the Customer Service portal.**

### Requested Use

The use of the P-Card is requested for the following expenses:

- Memberships and Subscriptions – Agencies must submit and receive from the BOP an approved Waiver Request. If these subscriptions are for electronic programs/applications, a BCIT waiver approval must accompany the P-Card waiver request. (See Electronic Purchases)
- Newspaper Advertisements

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- Toner Cartridges – Use Amazon Business only unless a separate contract is in place for specialized toner not otherwise available

*When making purchasing decisions, agencies are encouraged to use local suppliers, minority, and women's businesses.*

### Registering Suppliers in Workday

- All suppliers need to be registered in Workday. If you are not sure how to have your supplier register, contact BOP and you will be sent the job aid for this task. Having suppliers register with the City is a way to keep track of the money spent with each supplier in a fiscal year and to ensure that the supplier is in good standing with the City. A supplier must be in good standing with the Maryland Department of Assessment and Taxation.

### Direct Supplier Invoice, Requisitions and Purchase Orders

- Direct Supplier Invoice – If the supplier is registered in Workday and the purchase is under \$5000, then you can submit a direct supplier invoice through Workday. If you are not sure how to do this, contact BOP and you will be sent a job aid for this task.
- Requisitions– For items over \$5000 that cannot be purchased on the P-Card, you can submit a requisition or request a PO. (Ex: catering for holiday parties, a supplier that has gone over the \$5000 threshold in a fiscal year.)
- Purchase Orders – Use a purchase order if this will be a reoccurring expense, can be paid over an extended period of time, or is not an emergency expense. The supplier must be registered with the City.

### P-Card vs Travel Card for Travel-Related Expenses and BOE Approval

- **Only city employee travel can be charged on the travel card.** Travel for anyone who is not a Baltimore City employee needs a waiver request to be approved by BOP and the purchase will get charged to the P-Card.
- All travel requests must adhere to the travel policy (AM-240-3), which states all travel over \$800.00 must go to the BOE first for approval. Flights may be purchased prior to BOE approval so the flight itinerary can be submitted to the BOE as proof of the trip. Any other travel arrangements for the trip need BOE approval prior to purchasing on the Travel Card. After BOE approval is obtained, then the approval and a waiver request should be submitted to the Customer Service Portal.
- Only the Travel Card can be used for travel-related expenses including transportation (e.g. air, train, bus) and lodging. Conference registration can be purchased on the Travel Card when associated with a travel related request. If it is a local or virtual conference with no travel, then it can go on the P-Card. For travel expenses over \$800, the agency must submit the BOE's approval to the BOP, with a P-card waiver for travel-related expenses that aren't typically covered by P-Card. (e.g. car rental, UBER and shuttle service)
- Other items requiring BOE approval are:
  - Employee travel that will exceed 5 consecutive workdays or involves one or more weekend days
  - Travel outside the lower 48 states
  - International travel
  - 3rd Party funded travel exceeding \$100

**Emergency Basis (as defined by City Charter):**

- Emergency procurement procedures noted in City Charter Article VI § 11 (e)(i) must be followed. Be mindful of the dollar limits when an agency’s purchase(s) is:
  - If the goods or service aren’t covered by a requirements contract, no additional action is required by the agency.
  - If an agency wants to use a vendor outside of the requirements contract, the agency must submit to and receive from the BOP an approved Procurement Card Program Waiver Request prior to making the purchase. If emergency circumstances do not permit for the completion of this form, approval can be obtained by the agency head contacting the P-Card Program Administrator via email; however, the agency must submit a Procurement Card Program Waiver Request to the BOP within three (3) business days of email approval.
  - Over \$25,000 – BOE approval must be obtained for purchases over \$25,000. The agency must submit to the BOP the waiver request and BOE approval. If approved, the BOP will request the Director of Finance’s approval. This waiver will be assigned a waiver number and serve as the agency’s written request to remove restrictions, increase purchase and payment limits, and adjust MCC’s. The agency will be responsible for promptly reporting such action to the BOE as an emergency procurement.

**Before making any decision for a procurement in response to an emergency, whether or not it requires a Procurement Card Program Waiver Request, discuss it with your chief fiscal officer whether or not FEMA reimbursement will be sought and how to document.**

- For the payment of invoices as set by the terms of an approved purchase order, procurement procedures for establishing a purchase order must be followed. An agency is not required to submit to the BOP a request to remove restrictions, increase purchase and payment limits, and adjust MCC’s. However, the cardholder may need to contact the BOP to provide the approved purchase order number so temporary card adjustments, if required, can be made based on the approved purchase order. This payment process must be discussed in advance with BOP Manager of Procurement Operations.

**Ratification and Retroactive Application**

- Any request to ratify or retroactively approve a contract/invoice using the p-card must be approved by the chief procurement officer and/or the Board of Estimates.

**Time Limitations for Approved Waiver Requests**

- An approved waiver request must be used within 30 days from the date it was approved. After 30 days, a new waiver request will need to be submitted to the BOP.

**Amazon**

- When using Baltimore City’s Amazon Business account, the P-card policy (AM 309-1) and the Amazon Business policy must be adhered to. The P-Card cannot be used with an employee’s personal Amazon account. The Baltimore City Amazon Business account cannot be used with your personal charge card. A major benefit of using Amazon Business Prime is that items sold by Amazon.com LLC and participating 3<sup>rd</sup> party sellers have automatic tax-exempt purchasing. Additionally, employees without P-Cards may shop on Amazon and orders can be placed on their behalf by the agency’s cardholder. A P-Card Waiver must be obtained if a purchase is deemed restricted by the P-card policy or in conflict with a current contract.

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- If you wish to make an IT-related purchase, see “Electronic Purchases” section below and be sure to adhere to guidelines for purchasing IT equipment.

### Electronic Purchases

- The purchase of technology-related items listed below should be purchased via the purchase order process. However, if there is no active contract for the item you wish to purchase, then an approved BCIT Request to Use P-Card form must accompany a P-Card Waiver for purchase approval. Upon completion, email the form to [bcit.procurement@baltimorecity.gov](mailto:bcit.procurement@baltimorecity.gov). BCIT staff will review your proposed purchase and approve or deny your request, normally within 2-5 business days.
  - Computers
  - Software
  - Tablets
  - Televisions
  - iPads (iPad requests requiring data service must be submitted to the Department of Telecommunications for approval and purchase)
  - Gaming Systems
  - Any item that has a USB that will connect to a city device.

### BCIT Approval – Why Is It Needed and Are All Agencies Required to Get Approval For IT Purchases

- Per Admin Manual 301-10 (<https://bbmr.baltimorecity.gov/administrative-manual?page=13>)
- Section III, A: the CIO is responsible for the following: Ensuring that all Agency IT Procurements are aligned with the City's IT Strategy, roadmap and standards. In addition, under section III, C: Agency Heads or designees must contact BCIT prior to engaging any vendors regarding the procurement of IT resources and adhering to the BCIT change control procedures. Any agency or entity which falls under the City of Baltimore’s Cybersecurity Insurance must fall under these rules and so must have their IT procurements reviewed by BCIT before purchase. This includes any agency or quasi that is funded in whole or in part by the City Council.

### Employee Reimbursement to the City

Below are the steps for reimbursing funds owed to the City. Ex: sales tax, personal P-Card charge...:

- The Agency would create cash sale using the work tags for their agency.
- The Agency would give the employee either the printed cash sale or cash sale number.
- The Paying employee would come to the cashier’s office (first floor lobby of Abel Wolman/Municipal Building) and provide either the cash sale number or printed cash sale.
- The Cashier would go in workday and approve the cash sale and process payment. The paying employee would get the top portion of the cash sale back with a receipt.
- The Agency would be able to see that the cash sale has been approved/processed in Workday.

### Fiscal Year End Cardholder Responsibilities

- The fiscal year is from July 1 through June 30.
- The P-Card Holder is responsible for having all transactions for that fiscal year reconciled on or before June 30<sup>th</sup>.
- Failure to have the outstanding transaction reconciled by this date will result in the p-card being suspended.

### Verifying Procurement Card

- Review your statement for accuracy, if there are any discrepancies that cannot be corrected with the vendor, report it to the card provider.

Steps to take to verify procurement card transactions:

- Login into Workday
- From the search field type Verify Procurement Card Transactions. Click the task when it appears.
- Confirm the Company: Mayor and City Council of Baltimore
- Confirm the Document Date.
- Click the checkbox on a transaction line(s) to verify the transaction(s).
- Click OK.
- **Result: The Verify Procurement Card Transactions details screen opens.**
- (Optional) Select a Supplier.
- (Optional) Select a Purchase Order if you are going to draw down a balance on a Purchase order.
- (Optional) Select a Supplier Contract if you are going to draw down from a Supplier Contract.
- Type a Line-Item Description under Transaction Details.
- Select a Spend Category.
- Confirm Cost Center and Fund that auto-populates depending on Worker's assigned cost center.
- Upload supporting documents, such as receipts, to Attachments.
- Click in the left tool bar to open other transactions and repeat steps 9-14 for each remaining transaction in your list.
- Click Submit.

**Result: Procurement Card verification routes for approval**

**The verification procedure consists of a workflow as follows:**

- If there was activity, the cardholder must do the following upon receipt of the notice:
  - Go to the card provider's website and download the individual statement.
  - Check the individual statement for accuracy.
  - If there is a discrepancy contact the card provider and follow their procedures for fraud/disputes.
  - Upload receipts and/or other required documentation and where applicable, include waiver number and/or purchase order number. Missing attachments and actions will not allow submission to the next steps of the workflow process.
- **Agency approving official must:**
  - **Review all the transactions, supporting documentation, and cost center numbers for each transaction.**
  - **Submit to the BOP.**
- All the verification procedures must be completed within fifteen (15) business days of receipt of the individual statement. Agencies must ensure that the cost center numbers be active prior to inputting them into the system. Delays in processing resulting from the agency may result in enforcement action against the cardholder.

### Draft P-Card Reports in Workday

- If your transactions disappear while you are working on a verification report, it has been put into a draft report. The draft report will remain in Workday until you return to complete that report.
- The instructions for finding these reports is below:

- Users can search for **My Procurement Card Transaction Verifications** and all of their P-Card verifications created will be displayed there. If they have not created one, this report output will be blank. Users can utilize the related actions to go back to their verification event and edit. Another helpful report for cardholders is **My Procurement Card Transactions**.
- In the first column “procurement card transaction verification” click on the three dots next to the search icon. Then highlight “procurement card transaction verification” under actions. Click Edit. You will be able to edit the transactions.

### Verifying Travel Card

- Once the cardholder has reassigned transactions to you, follow the steps below.
- Use the steps below to **Create an Expense Report** in Workday. Expense Reports are submitted for reimbursement of business-related costs by the agency’s **Expense Data Entry Specialist**. The agency’s Expense Data Entry Specialist will create an **Expense Report** for themselves or on behalf of other employees. If you do not have this role, please contact BOP.

#### CREATE EXPENSE REPORT (AS SELF)

From the Search field:

- **Type Create Expense Report in the search bar. Click the task when it appears.**
- Populate the Expense Report Information fields.
  - **Select a Creation Option:**
    - **Create New Expense Report** to upload and submit business related expenses.
    - **Copy Previous Expense Report** to view a drop-down list of your previously submitted expense reports to copy.
    - **Create New Expense Report from Spend Authorization** to display and select an approved Spend Authorization from the drop-down list.
- The **Company** field pre-populates and should not be changed.
- The **Expense Report Date** defaults to the current date and can be modified as needed.
- **Select the Business Purpose for which you incurred the expenses.**
- Select the **Project Task** if the expenses are related to a specific project. If not, leave it blank.
- Select a **Grant** if the expenses are related to a grant. If not, leave it blank.
- Double-check the pre-populated **Cost Center** and **Additional Work tags** fields for accuracy.
  - Note: Credit Card transactions might appear below. Click the checkbox next to the charges that are associated with the spend authorization for this expense report.**
- **9. Click OK.**

### P-Card Renewal

- The procurement card will expire after a three-year period. At that time, a replacement card will automatically be sent by M&T Bank to Procurement. Cardholders will be required to personally return their expired card to Procurement and sign for their new card (Photo ID is required). Cardholders must verify/reconcile any past due transactions before their new card is issued.

### Changes in Cardholder Information and Surrender of Card

- Cardholders/Fiscal Officers must notify the BOP immediately upon any of the following changes in the procurement card:

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- Cardholder leaves the City of Baltimore. In addition, cardholder must return their card to Procurement before leaving their Agency.
- Cardholder must verify/reconcile all P-Card transactions before departure or surrendering the P-Card. If this is not done, it is the Agency's responsibility to contact BOP to let us know who we can reassign these charges to for verification.
- Cardholder changes agencies.
- P-card is lost/stolen.
- Name changes.

**Note: The card remains the property of M&T Bank and must be surrendered immediately upon termination of employment or upon request for any reason by the BOP.**

- Change in Supervisor
  - Cardholders must notify the BOP immediately whenever they are adding and/or deleting their P-card supervisor from the program.

### Extended Absences

- Cardholders/P-card supervisors must notify the BOP if he/she intends to take extended leave for a period of one (1) month or more. During this period the P-card may be temporarily closed and reopened when the cardholder returns to their Agency. If the extended absence is not planned, the P-card supervisor (for the cardholder) must notify the BOP of the absence as soon as possible.

***Note: The cardholder is responsible for all transactions on their P-Card. Giving your card or card number to another person to make a purchase does not mean the cardholder is not responsible for said transactions. Using someone else's card without permission from the cardholder, or making unauthorized purchases may result in disciplinary action, including but not limited to, revocation of your card and/or termination of employment. The cardholder is liable to the city for any improper use of the card.***

- If a purchase is required and the cardholder is not available to charge the purchase, then the department has the following options:
  - Wait until the cardholder returns to charge the purchase.
  - Someone else in the department who has a P-card can charge the purchase on their card.
  - If the cardholder will be on leave for an extended period of time, they may submit a waiver to BOP asking if their card can be left in care of another person. The cardholder will still be responsible for all transactions. BOP will grant the cardholder an additional 30 days to complete reconciliations after their return to the Agency.

### Supporting Documentation of Purchases

- Every purchasing card transaction must be supported with appropriate documentation. The documentation should detail what was purchased, when it was purchased and that the VISA purchasing card was the method of payment.
- Acceptable documentation shall include the itemized purchasing card charge/credit slip or one of the following:
  - Itemized Sales Slip Itemized Repair Order
  - Itemized Packing Slip Seminar Registration Form
  - Itemized Cash Register Receipt Membership/Dues Renewal Form

- Cardholders must make every attempt to obtain the appropriate documentation for their transactions. If the cardholder determines that the appropriate documentation was not received from the vendor, it is the cardholder's responsibility to contact the vendor and request that the appropriate documentation be forwarded. If after a reasonable attempt to obtain documentation, the cardholder still does not have the appropriate supporting documentation, the cardholder should include a Missing Receipt Form.

**\* Failure to comply with the supporting documentation requirements may result in disciplinary action, including but not limited to, revocation of your card and/or termination of employment.**

### Monthly Statement

- A monthly VISA statement will be generated by M&T Bank every month showing the charges processed during the billing cycle. The billing cycle normally begins on the 16th of each month and ends on the 15th, unless these days are affected by bank holidays or weekends. The statement is emailed directly to the cardholder or can be viewed on M&T's website (check the back of your card). If the cardholder believes a statement should have been received but has not received one within 10 days of the end of the billing cycle, he/she should contact BOP. The VISA statement each cardholder receives is a memo statement, meant to facilitate the required p-card verification. It is not a request for payment. All charges shown on the statement have already been paid by the city.

**\* Failure to comply with the monthly VISA statement review requirements may result in disciplinary action, including but not limited to, revocation of your card and/or termination of employment.**

### Supervisory Review of Cardholder Transactions and Documentation

- Supervisors must review their cardholders' transactions and documentation every month. The supervisor is responsible for ensuring:
  - The cardholder completed a valid reconciliation.
  - Purchases were within guidelines established for the purchasing card program.
  - All charges were reasonable and appropriate for their department.
  - Appropriate supporting documentation is included for every purchase.
  - No purchasing card charges appear on P-card Report for months the cardholder claimed to have no activity and received no VISA statement.

**Note: Remember supervisory review is the first line of defense against P-card fraud. Please take your P-card supervisory responsibilities seriously and review all documentation.**

### BOP Monthly Review of Transactions and Statements

- The BOP, which is responsible for issuance and administration of the Purchasing Card Program, requires that all City agencies provide additional oversight to ensure that the policies and procedures documented in the Procurement Card Policy are followed. P-card supervisors are required to notify the BOP either by written memorandum or e-mail if any of the following conditions apply:
  - P-card transactions made during the monthly reporting period that do not comply with City regulations.
  - All transactions that have not been approved by supervisory personnel.

- All transactions that have not been reconciled to the cardholder's statements.

### **Management Advisory Services Reviews of Purchasing Card Transactions**

- Periodic reviews of cardholder's records (i.e., Cardholder Transactions, receipts, and reconciled statements) will be performed by the BOP. Additional reviews and/or audits may be conducted by any or all the entities that currently perform such functions on behalf of City of Baltimore.
- The purpose of these reviews and/or audits is to ensure compliance with all of the guidelines, policies, and procedures governing this program. A pattern of non-compliance with the policies and procedures of the program will result in disciplinary action.

### **Disputed Transactions**

- Disputed transactions fall into two broad categories - those resulting from a supplier's refusal to take back a defective or mis-shipped item and those related to discrepancies between the cardholder's records and the monthly VISA statement.

### **Reporting A Dispute**

- If there is a dispute with a supplier (such as defective items or you are claiming that an item was not ordered and the supplier is claiming that it was) or a dispute concerning an item that appears on the monthly VISA statement, it must be reported to M&T Bank within 60 days of the disputed statement's closing date. Call the number on the back of your P-Card.
- Failure to contact M&T Bank within 60 days of the disputed statement's closing date may result in cardholders losing their chargeback rights.

### **Resolution**

- M&T Bank will investigate the disputed item(s). Cardholders may be contacted by the bank during their investigation for further information. When the investigation is complete, the cardholder will be notified of the resolution. It is the cardholder's responsibility to ensure that the dispute is resolved. If you are not satisfied with this resolution, please contact BOP immediately. Unresolved disputed items will remain on your VISA charges.

### **Violations**

- The BOP will implement the following enforcement actions:
- Refresher Training – This training will be mandated for a cardholder if he/she wants to continue using their P-Card or for an agency coordinator and agency approving official to continue in his/her role.
- Card Suspension – Once a card has been suspended, it will remain in suspension mode until the BOP lifts the suspension, which can vary. For example, if a P-Card is suspended due to missing reconciliation documentation, it will remain in suspension mode until the documentation is obtained and reviewed. This means that the cardholder's P-Card will remain unavailable for use until the cardholder receives notice from this office, which can take up to five business days from receipt of all of the required documentation. If a P-Card is suspended due to purchases exceeding the dollar limit per vendor, the cardholder may be required to attend the next available refresher training.
- Card Deactivation – Once a card has been deactivated, it will not be reinstated. The former cardholder can reapply as a new cardholder, provided that any shortcomings that caused the card to be deactivated have been corrected. The applicant must attend new cardholder training. Additionally, the cardholder's log-in credentials will also be deactivated. If the former cardholder

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needs to see historical information related to their P-Card, he/she must see their agency coordinator.

- Payroll Deduction/Reimbursement to the City – For sales taxes and personal and unauthorized purchases.
- Legal Action – The Law Department can be asked by the agency or the BOP to pursue legal action.

**It is the agency's responsibility to enforce the policies and procedures as outlined in the AM policy and this guide.**

**It is the Agency Head's responsibility to ensure that all cases of P-Card misuse within their agency is reported in writing to the P-Card Program Administrator and the Office of the Inspector General.**

## Procurement Card Program User Guide

### **Contact Information**

#### Bureau of Procurement

Communication: [Customer Service Portal](#) Portal only (do not copy a specific BOP employee)

#### M&T

Phone: 1-800-443-8671 option 4

#### M&T Website

[M&T Centresuite](#)

#### Amazon Contact

[Amazon.com - Contact Us](#)

#### SMBA&D/WBE Directory

[MWBOO \(baltimorecity.gov\)](#)

#### Workday Helpdesk

[WorkdayTeamBaltimore@baltimorecity.gov/](mailto:WorkdayTeamBaltimore@baltimorecity.gov) - BCIT Helpdesk: 443-984-1000

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### Updates to the User Guide

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